

PIP Benchmark: Improve the quality of the case planning process and matching needs and services.

PIP Item: 1C.1.3 Develop tools to assist the family in understanding the case planning process.

In preparation for this 5th quarter item, the Family Engagement workgroup conducted family-involved workgroups during quarter 1 of this PIP. The purpose of these workgroups was to obtain feedback from the families about their individual experiences during a case plan and or family team meeting. This information was used to guide the agency in the revision of the case planning policy.

During the development of the revised case planning policy, the Family Engagement workgroup develop a tool (brochure) to assist families with understanding case planning (part 2). The group attempted to get feedback from some of the original families from the quarter 1 group but none of the families responded.

The group also sought feedback from several Family Services Office Supervisors.

Who Can You Bring to a Case Planning Meeting?

Family members, friends, community members, social workers, counselors, attorney, and the child's Guardian ad Litem can all provide valuable information during a case planning meeting.

You are free to invite whomever you like.

The following are a few examples of individuals you may want to invite:

- Family members or friends that know and support you and your family
- Workers and therapists from other agencies that know you and are helping you or your family now or did so in the past
- Your religious or spiritual advisor
- The school social worker or your child's favorite teacher, the principal, family resource or youth services center staff

154). Your social service worker can help you fill out this form. You will mail it to the address on the form.

You may also contact the Office of the Ombudsman at 800-372-2973 or 502-564-5497 or <http://chfs.ky.gov/os/omb/>



At Most Meetings, We will:

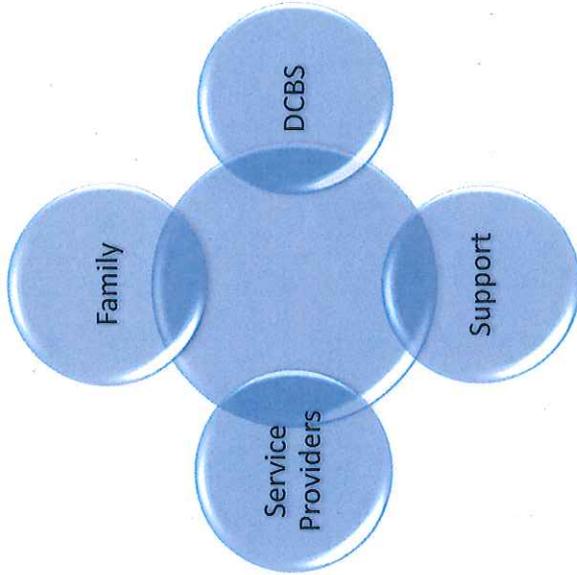
- Have introductions
- Review rules
- Review goals for the meeting
- Discuss family strengths
- Discuss needs and concerns
- Share ideas of how to meet the tasks, and
- Develop a plan of action

At the end of the meeting, you will receive a copy of your prevention plan which shows the steps you will need to take to keep your family together safely.

For more information regarding the case planning process, please contact your social worker and/or their supervisor.

If there is an issue after the meeting, you can talk with your social worker and/or their supervisor. If issues cannot be worked out, you can use the Service Appeal form (DPP-

CASE PLANNING MEETING



supportive of you and your family to discuss issues that affect the safety and well-being of your family. Everyone at the meeting becomes a part of your family's team.

Discussions are centered on:

- Your strengths. This can include what you feel you do well as a parent and things that are going well for your child(ren);
- The needs and concerns that brought your family to DCBS, as well as any needs or concerns you have for your family;
- Supports and services to assist you with meeting your family's needs and keeping your children safe; and
- Anything you feel is important to safety and meeting the needs of your family.

What is the Purpose?

The purpose of a Case Planning Meeting is to bring you together with your DCBS worker and the people who support you that can help you and your family deal with and overcome the issues and concerns that brought you to DCBS.

This meeting may be called a Family Team Meeting (FTM) which may be led by a neutral person. This meeting can be requested by you or DCBS staff. The goal of this meeting is to guide discussion and help you feel comfortable meeting with people who can help your family in making a plan.

If your child has been removed from your home, case planning meetings are held within five (5) working days of the Temporary Removal Hearing. A case planning meeting will be held at the six (6) and twelve (12) month periodic reviews to review the plan. You should have received the "When Your Child Is Removed from Your Care" booklet.

If your child remains in your home or with a relative, case planning meetings are held

Case Planning Meeting Date & Time:

Case Planning Meeting Location:

Office Telephone Number:

What is a Case Planning Meeting?

A Case Planning Meeting is an opportunity for you, the Department for Community Based Services (DCBS) and others who are

within ten (10) days of opening a case. A case planning meeting will be held at the six (6) and twelve (12) month periodic reviews to review the plan.

- Everyone will have a chance to speak
- It is OK to disagree

What is Your Role in a Case Planning Meeting?

You are the most important person at this meeting. This meeting is about *your* family. We need to hear your ideas about how you and your family can be healthy and safe.

What to Expect at the Case Planning Meeting:

To make the most effective use of everyone's time, meetings start on time and try to finish within 2 hours.

Rules to guide the meeting:

- Be respectful
- Talk to a person (not about a person)
- One person speaks at a time